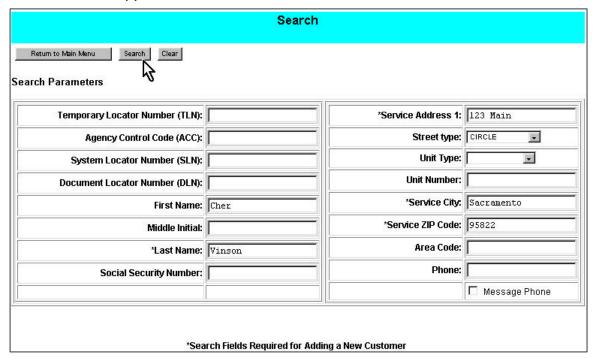
ADD A NEW APPLICATION

Purpose: To use customer information that currently exists in the database for the purpose of processing a new intake application for a new program year or to re-enter a previously denied application.



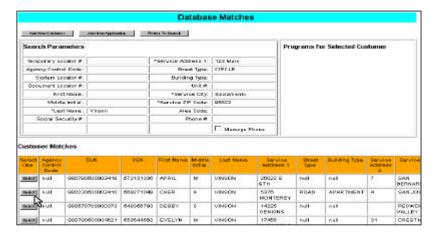
How to Add a New Application:

Step by Step

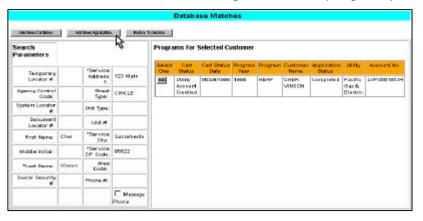
- Click on the On-Line Data Entry button from the Main Menu page, this will take you to the Search page.
- 2. Enter as much information into the search fields that you can obtain from the intake application. Remember to search on the four required fields.
- Click on the **Search** Button. The fields that you searched on will be displayed in the Search Parameters section of this page. A list of possible matches will be displayed in the Customer Matches section of this page.
- 4. Verify that the list contains a match for the customer you are searching.

Revised 6/2000

5. Click on the **Select** button that applies to the above customer. The customer information will then be displayed in the *Programs for Selected Customer* section.



6. Using the *Programs For Selected Customer* section, verify that the customer has not been assisted during the current program year.



7. Click on the **Add New Application** button.

All data (e.g., name, SSN and mailing address) that exists in the database on that customer will populate into the appropriate fields on the **Add New Application** Page.



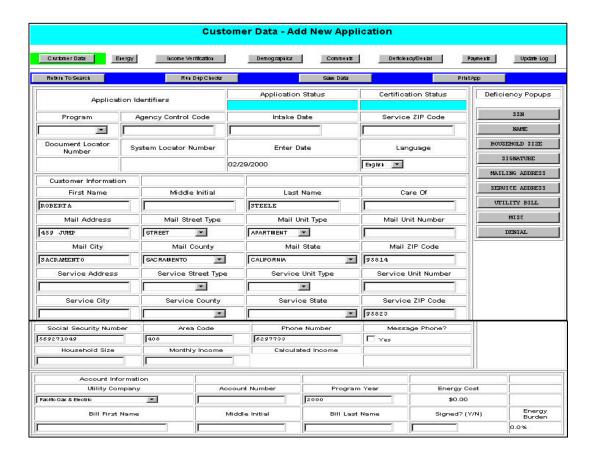
The Service Address fields will only populate on the New Application page if the information was entered on the Search Page.

At this point you can change/update the prior customer data and continue to process for a new program year or application.

Revised 6/2000



You will not be able to change the First Name, Last Name or SSN of an existing applicant when adding a new application. Changes to these fields can only be made by CSD. Contact the CSD Help Desk for assistance.





Remember! You will use the **Add New Application** button to add a new application to an existing customer. The information (except for first/last name and SSN) from the existing customer can then be updated.



To complete the intake process, follow the steps in the previous section (5-8)- *Entering Information into the Customer Data Page.*